

MAJOR WORKS CALCULATION AND PAYMENT OPTIONS

Major Works are any substantial repair, redecoration, replacement or improvement made to your building or estate which costs more than £250 per flat. We have let you know that we proposed to do these works and we have also let you know the details of the contractors who we have chosen to work with to deliver these works. We are now letting you know what we think these works will cost.

The letter you have received is an Estimate and not an invoice. We have shown the amount that we think it will cost to do the works to your block and we have then shown the amount that we think it will cost you individually. You will notice that the cost to you is a percentage of the total block cost. We have calculated your cost based on the size of your property in comparison to the other flats in your block, both owned and tenanted. A larger property will have a higher percentage to pay than a smaller property. To do this calculation, we have used the Government Rent Formula which we have to use to decide our Council tenants rent charges for each property. Council Tenants in different size properties in a block will have different rent charges in the same way as you will have different Major Works charges. We believe that this is the most fair and reasonable way of charging you for these works. If all the flats in your block are the same size, your charges will be split equally.

Once the works have been completed the appropriate checks have been done and we have recalculated based on the exact works completed, we will be able to send you your Invoice. This will give you the Actual costs for all of the works to your block and your individual breakdown. It is at this point that you will have to decide how you wish to proceed with making the payment. The payment options will be included with your invoice and you will be able to request a one to one meeting if you have any concerns about the best option for you. Not all payment options will be available to all residents and this will be detailed with your invoice. We will also be able to discuss with you any disputes you may have. However, if you do not agree with the costs in your Major Works invoice, you should not withhold payment, as any issue you raise will only affect a small part of your invoice. We will ask the Project Manager to look at your issue(s) and, if there are reasonable grounds for complaint, a refund will be made promptly. If there are no reasonable grounds for complaint, you will be expected to pay your entire invoice.

At this time, we are asking you to only contact us if you have an observation to make regarding the letter we have sent you. We will be discussing the payment options with you in detail at the point of invoicing although you may wish to familiarise yourself with these options that can be found on our website. On the reverse of this page you will find some useful contacts that may be able to help you with any further questions or concerns if you wish to get some independent advice.

Useful Contacts

Stevenage Citizens Advice

Sixth Floor

Daneshill House

Danestrete

Stevenage

SG1 1BY

<http://stevenagecab.org.uk/index.php>

03444 111 444

MONEY ADVICE SERVICE

<https://www.moneyadviceservice.org.uk/en>

0800 138 7777

NATIONAL DEBTLINE

<https://www.nationaldebtline.org/>

0808 808 4000

THE LEASEHOLD ADVISORY SERVICE

<https://www.lease-advice.org/>